

BILLINGS

Financial assistance / charity care checklist

Who it helps: People applying for hospital assistance programs.

Summary: Required documents, deadlines, and follow-up call structure.

Not medical, legal, or financial advice. Use this as a practical checklist and a record-keeping tool.

Quick steps (today):

- Ask the hospital/clinic for their "financial assistance" or "charity care" policy and application.
- Ask what documents they accept and the deadline to apply (and whether they cover past bills).
- If you are already in collections, ask the provider to recall the account while you apply.

What to gather:

- Recent pay stubs or proof of income (or a written statement if no income).
- Last tax return (if available).
- Proof of residence and household size (if requested).
- Any denial letters (insurance/Medicaid), and your bill/account number.

Checklist:

- ☐ Get the correct mailing address, upload portal, fax number, and a named contact.
- ☐ Ask for confirmation that collections are paused while your application is reviewed.
- ☐ Submit all documents with proof (upload receipt, fax confirmation, certified mail tracking).
- ☐ Ask when the decision will be made and how you will be notified.
- ☐ If approved, ask for the bill to be reissued with the approved discount/adjustment.

Notes:

Application link/portal: _____

Contact name: _____ Phone: _____

Submission date: _____ Receipt/confirmation #: _____

Helpful links:

- 211 local services: <https://www.211.org>
- Patient Advocate Foundation: <https://www.patientadvocate.org>
- HealthCare.gov (Marketplace): <https://www.healthcare.gov>
- Medicaid: <https://www.medicaid.gov>
- Medicare cost help: <https://www.medicare.gov/basics/costs/help>